

OKLAHOMA'S SIX SYSTEM-BUILDING STEPS

There are six steps required to build a workforce development system. It is important to review these in order to know at which point in those steps the process mapping should initially occur. (See the *New Day, New Way Toolkit*, developed by Social Policy Research and AHA Consulting for a more complete overview of these steps.)

Step 1. Create Lead Partnership Team – The convener forms, informs and trains a lead local team comprised of key partner agencies.

Step 2. Develop vision for an integrated system – The team develops and buys into an integrated vision of a workforce development “system” that goes beyond a physical location or office.

Step 3. Develop team action plan – The lead team completes a system self assessment, uses it to develop and prioritize a team plan, and requests training and information needed to create and implement a unified plan .

Step 4. Develop unified workforce development plan – The team determines key local workforce issues, then develops solutions and a budget to address them, goals to achieve, and measures for success. Each partner defines and commits to its role(s) within the system. *Service mapping*, a process that determines if there are enough of the right services provided within the area, plays a key role in this step. By identifying which services each agency provides, to what specific populations, and using what types of methods; any gaps and duplications can be found and addressed. The service map is also used in the following step when determining which agencies to include within a specific process mapping session.

Step 5. Implement unified plan – Staff are trained on the plan, new integrated processes for each service are created and followed, and necessary policy changes are made to allow for integration of services. Process mapping is a key activity within this step. Without it, service integration will not occur.

Step 6. Support continuous improvement - The team creates a feedback collection process, collects the feedback, analyzes the results, and uses them to continuously improve the workforce system.

